



Platicamos-ARMA

Northern New Mexico Chapter

May/June 2003 Issue

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Membership Meeting

@ Flavios

ON

June 25th

Sally Olguin
Editor

Toni Mann
Photographer

Presidents Message Sherry L. Guthrie



Hello everyone,

In this month's President's Message, it is my distinct pleasure to congratulate all our Chapter Chair-persons. You have all done a wonderful job this year and I must admit that I was tempted to recommend that we *not* nominate ourselves for the Chapter of the Year Award this year because of all the work involved. Well, after taking a look at all the wonderful things you all have accomplished, it would be a shame not to try for the award. Yes, we will be submitting our nomination for the COTY award so I will be asking all of you for some written material on all the events and projects you so masterfully created or performed this year.

My congratulations to the chairperson's that have made this ARMA year exceptional—

Karen Kreutzer, Seminar/Publicity
Barb Ricci, Membership
Liddie Martinez, Educational Program
Lucille Sisneros, Ristra Rewards
Sally Olguin, Newsletter
Theresa Connaughton, Web Site
Liz Truillo & Gerard Garcia, Hospitality

Albert Montoya, Audit Chairperson
Joseph Valdez, Judicial Chairperson
Dolores Salazar, GIVE Committee
Leslie Monsalve-Jones, Library
Ernie Maestas, Budget/Finance

Heck, I'll even give myself a pat on the back as the Special Projects and CRM Chairperson.

Of course we could not have done this without our committee members. A big thank you to all the fantastic committee members who may have been out on two, three and four different committees! What a group!!

Your personal and professional commitment to the chapter is commendable. Clearly, the NNM ARMA chapter consists of vibrant, dedicated, and caring members, all of whom I am very proud to work with.

As a gesture of gratitude, we are treating you to lunch at our last meeting of the ARMA year, Wednesday, June 25th, at Flavio's Restaurant in Espanola (next to Anthony's on the Delta). During the meeting, we will also participate in the ceremony of the installation of the new board members, which will be presided by our new Southwestern Regional Coordinator, Barb Ricci. Let's all meet at 11:30 and have a great time. In the meantime, please keep on

Sharing, Learning, and Growing.



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CONTRATULATIONS 2004 Board Members

President- Sherry Guthrie
Vice-President - Jennifer Herrera
Secretary - Lucille Sisneros
Treasurer - Ernest Maestas
Barbara Ricci - Ex-Officio & South-
western Regional Coordinator

Lunch @ Flavios Membership Meeting June 25, 2003

AGENDA

- 1) Call to Order
- 2) Roll Call
- 3) Determination of Quorum
- 4) Recognition of Guests
- 5) Adoption of Agenda
- 6) Approval of May Minutes
- 7) Approval of Reports
 - a. Treasurer's Report
 - b. Membership Report
 - c. Ristra Reward Reports
 - d. Other Reports
- 8) Unfinished Business
 - a. Vote on Payment of Sales tax to Web-Design
 - b. Vote on Leadership Conference, Financial Aid & Angel Auction
 - c. Other
- 9) New Business
 - a. July Family Activity - Update
 - b. Installation of Officers
 - d. Other
- 10) Announcements

Don't forget to join us at the Southwestern Regional Leadership Conference From July 26-28 at the La Posada Hotel in Albuquerque. See the Rio Grande Chapter Website for details.

<http://www.arnasouthwest.org/2003SWRLC/main.htm>

11. Adjournment

**HAVE A GREAT VACATION AND
WE'LL SEE YOU AGAIN IN
AUGUST**

Mission Statement

To Advance and Promote Records and Information Management (RIM)
by sharing professional knowledge and exchanging experience and information.

CRM CORNER

Sherry Guthrie, CRM

Here are some questions that might appear on the CRM Exam, Part IV, Records Appraisal, Retention, Protection, and Disposition:

Data flowcharts, processing instructions, and hardware handling instructions are part of

- a) operating documentation
- b) programming documentation
- c) systems documents
- d) all of these
- e) none of these

The records inventory is vital to an effective records management program because it

- a) identified and quantifies the records that are created and processed by an organization
- b) indicate which records should be destroyed
- c) defines the organization
- d) defines the vital records protection program

The primary advantage(s) of hiring consultants to accomplish the records inventory is (are)

- a) they are expert in the field
- b) they present an unbiased point of view
- c) they may make decisions on previous experiences elsewhere
- d) a and b
- e) all of the above

The questionnaire method of accomplishing a records inventory results in

- a) a good classification of file content
- b) reports from departments coming in at the same time
- c) its completion as a task totally separate

- from general office activities
- d) all of these

The records inventory is the working document for

- a) preparing the records retention and disposition schedule
- b) establishing the vital records protection program
- c) making improvement in the records management program
- d) all of these

Records that explain organization structure, procedures, and operations are said to have

_____ use

- a) legal
- b) historical
- c) administrative
- d) fiscal

Records retention policy should be based on

- a) volume of records
- b) value of records
- c) timeliness of records
- d) all of these

The objective(s) of a records disposition program include(s)

- a) to dispose promptly of records that no longer warrant retention
- b) to identify and preserve records that have research and/or display value
- c) to remove from the office records that must be temporarily retained but are no longer needed in current business
- d) all of these

Note to readers: Is anybody out there? I didn't give the answers last month, asking instead for an e-mail to get them. No e-mails were received.

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COMMITMENT and Selling Records & Information Management (RIM) to Management Workshop

By Joseph V. Valdez, II

The Association of Records Managers & Administrators (ARMA) Northern New Mexico Chapter (Chapter) provided its membership and guests with a free workshop for this month's program portion of the meeting. The workshop speaker was James (Jim) E. Booth, who is an Executive Director of Professional Records & Information Services Management (PRISM) International, a Not For Profit trade association composed of commercial records centers, media vault operators, imaging services companies and confidential destruction vendors who are located throughout the United States and 38 countries. Mr. Booth was also the Marketing Director of ARMA International a few years ago, and served as Vice President of the National Records Centers Consortium after his employment with ARMA International, and prior to his current employment. A notable mention of the fact that Mr. Booth also attended the Leadership Conference (Conference) that was held a number of years ago in Santa Fe when he was the Marketing Director for ARMA Headquarters, which was incidentally hailed as the best Conference conducted, above even the one that was held in Honolulu, Hawaii, due to the Santa Fe Train Ride to Lamy and back, a historical tour of the Santa Fe Plaza area, which the New Mexico State Historian (Robert Torres) helped our Chapter conduct, and the Canyon Road (Smith) Park picnic that was held for the participants.

The first portion of the workshop centered upon COMMITMENT: Lighting the Fire Within, and focused on the effective use of power by in-

dividuals..Mr. Booth began this segment of the workshop sharing a breakfast analogy on that subject by indicating that the chicken is involved with breakfast through its eggs, whereas a pig is committed to breakfast with the ham. All laughter aside, the point Mr. Booth made was that involvement is important as the breakfast just described would not be as satisfying without the eggs.

Mr. Booth then outlined the words that were used to comprise the acronym of COMMITMENT, which were as follows: Courage, Optimism, Mistakes, Maintenance, Innovation, Tenacity, Metamorphosis, Excellence, Navigation, and Transference. He then expounded upon these words with creative stories that he used to produce his program of Lighting the Fire Within to motivate the effective use of power by individuals.

While Mr. Booth expounded on all of these words very well, some of the most profound words he expounded upon were as follows:

For Optimism he asked the crowd if they had read the book Who Moved My Cheese, which focuses on change and the need to be optimistic about change and the opportunities that come with change. He also pointed to one of the greatest feats within the History of Mankind, when he pointed to John F. Kennedy's optimism of reaching sending a man to the moon and bringing him back before the end of the decade in which he made that statement, and the ability of the United States to accomplish that feat.

For Innovation he discussed that National Archives & Records Administration (NARA) website that is very good for record schedules, but as he pointed out, very hard to get a records series developed for placement onto the site.

For Excellence he expounded upon Total Quality Management (TQM) and focused on the

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HAPPENINGS in 2003

ARMA International
Conference in
BOSTON

October 19– 22

Converging

Technology Knowl-
edge, Business, and
Information Manage-
ment

<http://www.arma.org/>

CRM EXAM
in November
Register by
July 1st

[http://www.arma.org/learning/
home_study.cfm](http://www.arma.org/learning/home_study.cfm)

2003 ARMA
Southwest Re-
gional
Leadership Con-
ference

Albuquerque, New
Mexico

July 24–26, 2003

[http://www.arnasouthwest.
org/2003SWRLC/main.htm](http://www.arnasouthwest.org/2003SWRLC/main.htm)

The logo consists of a black oval with a white border. Inside the oval, the text "Lunch @ Flavios" is written in white, bold, sans-serif font. The word "Lunch" is on the first line, and "@ Flavios" is on the second line.

Lunch @ Flavios

A Special Treat — The 2003 NNM ARMA board will be treating us to lunch at the June membership meeting which will be held on Wednesday June 25th at Flavio's Restaurant in Espanola (next to Anthony's on the Delta).

Come and join us in an end of the year celebration and to welcome our new board members for the ARMA 2004 Year

**Do you want to know more about your own state?
Check out the events taking place at the New Mexico State
Records Center**

October 6th–12 Archives Week

<http://www.nmcpr.state.nm.us/Events/newevents.asp>

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From the Desk of the Editor

Sally Olguin



Good News!

You still have time to apply for the CRM exam scheduled for November 2003, and you will join me for the next few months of study. Sherry's (our past and new president) offer to work with those of us, who are willing to take the challenge, is still good.

Why now? I have only a month ago finally graduated from college and with 6 years of records management experience, I feel I am now qualified to apply for the privilege of taking the test, and I am confident that I will be accepted to sit for the exam. Yes, this is all about personal confidence. Although I may have been accepted with the combination of experience and education, I was not confident.

Although I have worked within the records management discipline for a few years, I have not felt that I have learned enough in all the disciplines, and the education requirement was one of those personal goals I wanted to reach—and I did.

So, now comes the work, study-study-study. I must admit that I am not worried about the study time that will be required because I am still in the study mode that was necessary in my college course work.

The difference is that I had classmates, and we learned from each other, so I am hopeful that there are others who feel they are ready to move onto the next level of the professional records manager. Certainly, these tests are just another opportunity to find out how much we really know about Re-

cords Management, the profession.

Perhaps, looking at the CRM exam as an opportunity to see where we stand in our knowledge of Records management, rather than only as test, we will be more willing to take a chance. I am, and I am looking for others who are willing to share their knowledge and experiences in a study group, lead by our president, Sherry Guthrie. Sherry happens to be the only CRM in our chapter and she says that "it is lonely as the solo CRM of NNM ARMA chapter."

You should know that there are many CRM study sessions offered through other ARMA chapters as well as online assistance, therefore we would not be on our own. Also, this is also an opportunity to meet others in our profession, and be able to share, learn, and grow.



Seldom ever was any knowledge given to keep, but to impart; the grace of this rich jewel is lost in concealment.

Joseph Hall

(Continued from page 4)

work that Dr. William E. Deming conducted in Japan at the end of World War II to once again foster industry in Japan. Mr. Booth also observed that Dr. Deming's work was adhered to so greatly in Japan that Japanese Industry excelled to a point to where it rivals American Industry, because American Industry, in the war ravaged conditions existing within the world in the post war ear of World War II, did not have any serious international competition with which to contend, and as a result got lazy in the production of quality goods.

Finally, for Transference, Mr. Booth indicated the transference of knowledge to employees is need, and that employees need space to grow in order to foster the enthusiasm needed for such conditions within an organization.

The final portion of the workshop focused on selling RIM to management. Here Mr. Booth utilized a clothesline technique that he picked up from a Hall-mark card salesman, where items being discussed were placed on a clothesline for all to see. One of the most profound observations made here was drawn from a diagram that said take a Nerd to Lunch, and Mr. Booth used Bill Gates' monetary power compared to that of Michael Jordan's to best illustrate this point. He also indicated Information Systems (IS) is the way of the future, and that we within the RIM profession must do everything we can to foster a healthy partnership with the (IS) professionals to successfully sell our services to management when it comes to solutions on managing the massive amounts of information in today's technologically advanced society. Another profound observation surfaced from his "Tools" presentation materials, when he drew off of need to acquire knowledge such as the information pertaining to workshop information that was passed out to members who attended the meeting on the Emergency Preparedness & Recovery Workshop that the New Mexico State Records Center & Archives is offering. Mr. Booth indicated that it is very important to develop partnerships with such organizations, as the knowledge that may be gained by such organizations is both great and essential to our profession.

(Continued from page 3)

Is this column valuable to you, the reader?

The answers are: a, a, d, a, d, c, d, d

What to learn more? Contact me,
Sherry Guthrie, at 505-661-6390 or
sguthrie@arescorporation.com

Look forward to excellent seminars and workshops in 2004



Workshop in April with guest speaker John Isaza, at the OhKay Casino.

"Contributions or gifts to the Association of Records Managers and Administrators, Inc. are not charitable contributions for federal income tax purposes."